

TAX INVOICE

MOBILE TELEPHONE NETWORK PROPRIETARY LIMITED
Reg. No. 1993/001436/07
VAT Reg. 4630140434
216 14th Avenue, Fairland, 2195
Private Bag 9955, Cresta, 2118, South Africa
Tel +2711 912 3000 Fax +2711 912 4670

CUSTOMER CARE ENQUIRIES
Tel: 135 (free from MTN cellphone)
Tel.: +2783135
E-mail: customercare@mtn.co.za
Website: www.mtn.co.za



Computer Generated



Mr Lonwabo Diyo
Mr Lonwabo Diyo
15 Sundu Street
Bongweni
Khayelitsha
MACASSAR
South Africa
7784

CUSTOMER DETAILS

VAT REG. NO:		INVOICE NO:	E811561130
ACCOUNT NO:	A5270349	INVOICE DATE:	11/01/2021
CELLPHONE NO:	083 783 4812	SUBSCRIBER:	Mr Lonwabo Diyo
		EMAIL:	lobsdee@gmail.com

STANDARD +(TOPUP BUNDLE)24

Standard Services currently available on your package:

Basic Telephony

Packet Switched Data

M2U Allowed % Tier

MMS

Spend Limit Notification

Maximum Bill Limit

TOPUP

ADDITIONAL SERVICES YOU HAVE LISTED:

APN

Basic Data And Fax

Bar All Outgoing Calls

Calling Line Identity

DataFast

International Calling

LTE

Balance Notification

Internet Usage Notification

Promotion Notification

Mobile Originating SMS

Unless a query is raised in respect of the contents of this bill within 30 days from the date thereof, the contents shall be deemed to be correct.

DATE	TRANSACTION	AMOUNT
11/01/2021	CALL LINE IDENTITY MONTHLY FEE	8.21
11/01/2021	CLI MONTHLY DISCOUNT	-8.21

TOTAL EXCLUDING VAT

0.00

VAT AT 15.00 %

0.00

TOTAL

R 0.00

LAST SIX BILLING PERIODS

07-2020	08-2020	09-2020	10-2020	11-2020	12-2020
R 0.72	R 1.00	R 0.00	R 0.00	R 0.00	R 1.00

AVERAGE SPENT

R 0.45



>>> a better way to pay >>>

>>>> 9198 5083 7834 8126

Please note: all disputes which have not been resolved by MTN may be referred to the Consumer Goods and Services Ombudsman,

contact centre number 0860 000 272 or go to <http://www.cgso.org.za/ctc/>



TERMS AND CONDITIONS

Please note that our Customer Care Helpline is available 24 hours a day 7 days a week. Quick dial 135 from an MTN cellular phone (free) or 083135 from other networks (charged at that network rate). Our IVR is available to you 24 hours a day, so please set up your IVR password by dialling 135, choosing digits that are easy for you to remember. Do note you will need to have your MTN cellphone's CLI (Caller Identification) displayed for this service to work. Alternatively a call center agent can set up a password for you.

• ACCOUNT QUERIES

Please contact our Customer Care Helpline (135), or email us on customer care@mtn.co.za Our IVR can also give you your current balance via option 1. Please note that all amounts are due 21 days from the date of the invoice.

• LOSS AND THEFT

If your cellular phone or SIM card is lost or stolen, you will need to report it to the MTN Customer Care Department immediately in order to have your phone SIM card suspended immediately and your handset to be blacklisted. Once your handset is blacklisted, you will need to obtain a case number from the police for insurance purposes. Please remember that your airtime contract will remain valid.

• INTERNATIONAL DIALLING AND ROAMING

If you intend making international calls from South Africa or using your cellular phone abroad, to receive or make international calls, please contact the Call Centre 48 hours before leaving in order for international roaming to be activated on your phone. If you opt to use SMS roaming only, you will have to dial *111# while still in South Africa.

• ITEMISED BILLING

Detailed itemised billing information may be included with your monthly statement at the standard itemised billing charge.

• PAYMENT OPTIONS

The following payment options are available to MTN subscribers:

- Debit order.

- Cash

- EFT – MTN is loaded as a public beneficiary with the following banks, making payment easier for you:

BANK	BENEFICIARY description:
FNB	MTN Contract Payments
ABSA	MTN POSTPAID CONTRACT PAYMENTS
Standard Bank	MTN POSTPAID CONTRAC
Nedbank	MOBILE TELEPHONE NETWORKS (PTY) LTD

- If you are paying CASH i.e. you are not on debit order with MTN, it is important to note that your account falls due 21 days from your invoice date.

• CREDIT LIMIT

- The credit limit is applied on account level and not per MSISDN. This means that all cell phone numbers linked to the account will share the same credit limit.

- The credit limit is not a guaranteed service and you will remain liable for all charges incurred in excess of the limit.

- To restore your service, you will need to make a payment on your account or request for a temporary credit limit increase.

- While MTN will take every precaution to ensure that the notifications are sent timeously, MTN will not be held liable in the event that the notification is not delivered.

- Should the threshold be reached during a voice call or data download, the locking will only be implemented after that interaction is complete

- Credit Limits for voice and data is not applicable while roaming outside of South Africa due to the time delays in billing records.

• PREMIUM RATED EVENT

A service provided by means of premium rated numbers or short codes, where the charge is generally higher than standard rate.

• CONTENT

A service provided by means of Token Based Billing, where the charge is for subscription services.

• GENERAL

Please note that it is the Subscriber's obligation to ensure that all additional services requested are charged as separate items. In the event of any omission please contact the Customer Care Helpline.

Should you have to change your postal address, email address, fax number and or banking details please use one of the below methods:

1. Register on MTN's self- service platform "MTN Active", log onto <https://active.mtn.co.za> follow the simple registration process. This will allow you to perform a host of transactions on your personal account.

2.. Chat to us live go to:

Facebook.com/MTNza

Twitter: @MTNza

3. Our email address is customer care@mtn.co.za

4. Or contact MTN Customer service on 135 (free from MTN Cell phone) or 083135 from any other phone

CUSTOMER ACCOUNT QUERIES :

**If you have any queries regarding this account or any other matter affecting your service please contact:
MTN CUSTOMER SERVICE on: 083135**